



Hear and Say Centre

for children who are deaf/hearing impaired
and their families

annual report 2006/2007



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The Hear and Say Centre is most grateful to everyone who has generously supported our work over the past year.

Many people and organizations make it possible for the Centre to continue to provide world class, early intervention services to children who are deaf or hearing impaired, giving them the opportunity to live in the hearing world and to achieve their potential.

We thank them all in particular:

| | |
|--|--|
| <i>AB Richlands Pty Ltd Aussie Kidz Australian Government Targeted Program NSO (QLD) Department of Education, Science & Training (DEST) B & C Entertainment Sayed & Debbie Barakat Bruce & Alex Bell Dr B & Mrs J Black Cochlear Limited Cochlear Foundation Limited Disability Services Queensland Education Queensland FKP Limited FOGS Limited Graeme Wood Foundation Malcolm Hall-Brown Hoggood Ganim Lawyers HOT 91.1 FM Hotdev Pty Ltd ISIS Projects KFC Collins Foods Kinderfonds Stiftungszentrum Andrew and Sue King McCullough Robertson</i> | <i>McDonalds Sunshine Coast MASK Events Matrix Pty Ltd National Australia Bank Rex Newsome Peter & Wendy O'Loughlin Open Door Consulting Paul Newman Foundation Peregian Springs Golf Club PIPE Networks Queensland Newspapers Quota Club of Wynnum Manly Reed Charity Foundation Ray & Di Reimer Runaway Bay Sports Super Centre CIN Seven News Sunshine Coast Kevin & Kay Seymour Siemens Hearing Instruments Pty Ltd Suncorp Sunshine Coast Newspaper Company The CM & JA Whitehouse Foundation The Pratt Foundation Thiess Pty Ltd Thiess Harbour Lights Project Cairns Wantz Committee Noel Whittaker</i> |
|--|--|

volunteers

The Universal Declaration on Volunteering states that "Volunteering is a fundamental building block of civil society. Volunteering is a way in which human values of community, caring and serving can be sustained and strengthened"

In Australia volunteers give over 836 million hours annually, mainly to not for profit organisations. The benefits are substantial, flowing through to organisations, clients, communities and to the volunteers themselves.

The Hear and Say Centre values our volunteers and appreciates their donations of time and skill.

James Matthew Barrie said "Those who bring sunshine to the lives of others cannot keep it from themselves".

In Memory...we remember the Brisbane Centre's valued friend and volunteer Louie White for her sunny smile and nature and her willingness to help with any job, even the most boring ones. We will miss her.

Special Thank You...

A big special thank you to the 160 volunteers from the Centre's family, staff and supporters who assisted with the Sunday Mail Suncorp Bridge to Brisbane Fun Run, the proceeds of which were donated to the Centre.

The Centre would also like to acknowledge the following volunteers who have helped us in various ways over the past year:

*Bruce Allom
Karen Anderson
Chris Berry
Dawn & Doug Biggs
Robyn & Greg Biggs
John Hyde
Lin Hives
Patricia Jones
Tim Kendall, BDO Kendalls
Malcolm McBratney
Brad McCosker, Board Member
McCullough Robertson Legal Team
Jan Montgomery
Rosanna Napoli
Rosie O'Connor
Benny Pike
Di Reimer
Roohiyeh Sabzbalouch-Bam (volunteer interpreter)
Barry Sillett
Suncorp Butterfly Brigade
Suncorp Executive team
Suncorp IT Team
Suncorp Sponsorship team
Suncorp Volunteers
Justin Veivers
Claire Worley
Louie White (deceased)*

Mission Statement

To enable families in Queensland to achieve optimal outcomes for their children with hearing loss by teaching them to listen and speak using our world leading end-to-end service delivery model.



Our Vision

To be a leader in the provision of access to listening and speaking for children with hearing loss and their families worldwide.

Our Focus

The relationship between our mission and vision is reflected in our focus areas as follows –

1. To consolidate and expand our practice in Queensland as a foundation to support children with hearing loss worldwide; and
2. To begin the process of providing access to listening and speaking for children with hearing loss and their families worldwide in a way that supports our service delivery to children and families in Queensland.

Our Values

The following values underpin the ethos of the Hear and Say Centre and provide the foundation to achieve both our mission and vision:

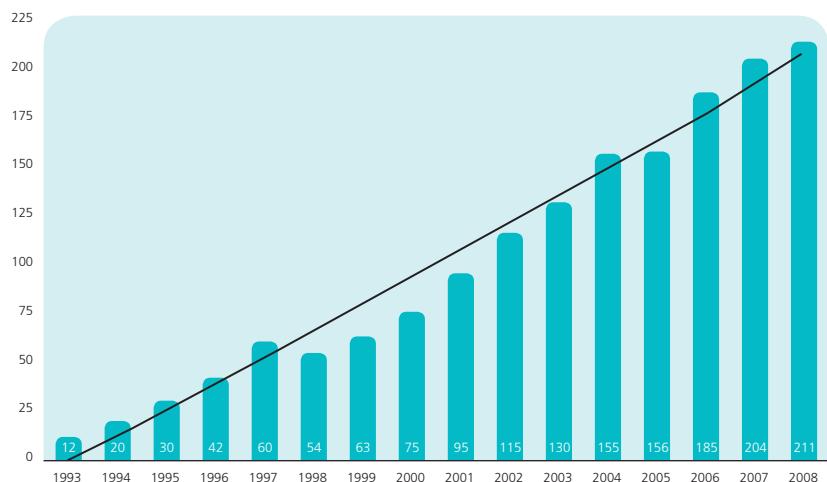
- We take a professional approach in all of our activities.
- We demonstrate our trust in each other and our affiliates.
- We operate as a team in the support of families.
- We show empathy to our colleagues, families and stakeholders.
- We maintain a family/client focus



The Hear and Say Adventure is...

- A warm family atmosphere where dedicated Certified Auditory-Verbal Therapists, Teachers of the Deaf, Speech Pathologists and Audiologists work with the family and the child
- A registered charity where children who are hearing impaired learn to listen, understand language and speak; and where the main objective is full integration into mainstream education
- A unique early intervention learning opportunity for children who are hearing impaired and their families where each child's specific needs are met with a program which is intensive, personalised and educational
- A Children's Cochlear Implant Program to twelve years of age
- MAPPING of the cochlear implant and assessment for cochlear implant children to eighteen years of age
- Ongoing audiological management
- Auditory-Verbal Therapy which recognises the parents as the natural language teachers of the child
- An Infant Hearing Screening Program
- Early diagnosis and fitting of hearing aids
- A Parent/Infant Program for newly diagnosed babies
- An Early Intervention Program from twelve months
- An Outreach Program and Webcam/ Videoconferencing Service for country and isolated families
- A Pre-teen and Adolescent Program to encourage and promote social interaction and life skills
- Sequential learning following normal child developmental patterns and expectations
- Liaison with relevant education and medical personnel within the child's community
- The guarantee that the centre's Auditory-Verbal teaching methods are of international standard
- Use of current research data
- A centre that offers parent guidance, counselling and support for the whole family
- An experience which is made possible by the generosity of the centre's friends and supporters
- A diverse team of qualified professionals
- Regional Centres located in North Queensland, Darling Downs, Sunshine and Gold Coasts.

Child numbers at 30 June or actual current year





board and governance

Whilst the past year has seen continued growth in child numbers within the Hear and Say family, it has also been a year of considerable change at the Board level. The Centre's long term chairman, Jane Black, recently stepped down from that role after holding the position for some twelve years. This has been an enormous personal contribution by Jane who has led the Board through what must be acknowledged as the Centre's most challenging years.

For many of those years, Jane and the Board have been strongly supported by directors Tony Snape and Richard Keylock who have also relinquished their positions as Board members in the latter months of this financial year. While Jane will thankfully be retained in her role as a director, it is most appropriate that the contributions of all three directors be acknowledged. Many Queensland children and parents will be forever grateful for their dedication and commitment to the Centre over many years.

Both Tony and Richard, like prior Board members, remain very closely linked to Hear and Say and have expressed their continued support.

The chairman's report of last year signalled a greater level of development and clarity in the roles and responsibilities of both the Board and Management. This year has seen considerable progress in these areas through the adherence to the Centre's strategic plan and the strengthening of the Management team

with the addition of two senior positions. These positions are directed towards extending our fund raising efforts and the management of specific projects that arise from delivery of the plan.

The clinical team has also been strengthened with new members and greater detail is addressed in the Clinical Manager's Report.

While it is appropriate to establish and respect the delineation of responsibilities between Board and Management, we must also remain realistic at Hear and Say and appreciate the size and nature of the Centre. We are not a major corporate or conglomerate and occasions will arise when it will be both evident and necessary to assist each other to optimise the outcomes we are all seeking. This is best achieved through an honest and open working relationship in which frequent communication is the key.

The continuing growth of Hear and Say through its clinical operations, research and development, training and now the launch of Hear and Say WorldWide, places even greater emphasis on planning for the future. To this end, Jane, as past chairman, has led the Board through a peer group review aimed at the continued enhancement of the Board and its activities.

community and government support

Over the last 12 months we have witnessed a rising awareness of the activities and great success of Hear and Say across Queensland. This awareness also extended to an international level through the hosting of the Australasian Conference on Listening and Spoken Language in Brisbane. This greater awareness has been at each of the community, corporate and state government levels and we are most appreciative of the resultant support and recognition.

This increased recognition will see Hear and Say grow further in prominence as our reputation as a most viable option for the parents of children with hearing loss

seek to provide the best possible future for their children.

The development of this greater recognition largely achieved through the excellent efforts of dedicated clinical staff, is critical for the Centre to meet the growing demand we are experiencing. We firmly believe that there are many corporates and individuals within our community who appreciate the impact that their support can have on the children of Queensland and beyond. In turn Hear and Say offers such corporates the opportunity to acknowledge and demonstrate their position as excellent corporate citizens in the communities in which they operate and prosper.

It is a most exciting and rewarding experience for all parties to participate in a tangible way in the move to decimate childhood deafness worldwide. The challenge is great when you consider that it is estimated that up to 760,000 children are born with hearing loss worldwide each year.



Jane Black

Greater detail is provided in this annual report by the Centre's Founder and Managing Director on our research and development activities in partnerships and with Queensland Government support. However, it is important for the general community and all governments to appreciate the enormous longer term impacts that eventuate from the development of deaf children to a position of full self reliance within communities across Australia.

By joining mainstream education and employment opportunities, there is a very significant financial impact on all Australians through the reduced cost of providing deaf and hearing impaired

services within Australia. While most of us are largely unaware of these costs, Access Economics estimated that the real cost of hearing loss in Australia for 2005 was an incredible \$11.75 billion – or \$558 for each and every Australian per annum.

In 2007 we have the "hardware" via the latest technology innovations in digital hearing aids and surgical implants. This "hardware" integrated with the "software" of our end to end Auditory-Verbal approach is achieving outstanding, evidence based results to such an extent that we believe that communities and governments share both an ethical and financial obligation to support Australian children with hearing loss, and their families.

The Hear and Say Centre is at the forefront of addressing these challenges within Queensland. Furthermore, following the recent launch of Hear and Say WorldWide our aim is to assist with the development of health teams internationally to share our vision of the decimation of childhood deafness.

Ray Reimer
Chairman of Board of Directors





As this year draws to a close I believe that the Hear and Say Centre has truly made its mark world-wide. A number of new milestones stand out:

Hear and Say Centre children

We have hit our 200 mark with child numbers and at the end of this year we expect to graduate 15 parents of children who are moving on to inclusive education. The accomplishments of the children are many, with older graduates like Bill Raymond who is profoundly deaf, has a cochlear implant and a degree in psychology as well as having been a staff member for the past two year. This year he graduates in Audiology and becomes a valued clinical professional on our team of audiologists.

The Australasian Conference on Listening and Spoken Language

was an international conference supported by the Alexander Graham Bell Association for the Deaf and Hard of Hearing, and by the Children's Hearing Foundation, Taiwan, and our major sponsor, Cochlear Ltd. It was attended by 260 international and national participants and we attracted four world class key-note speakers. As well as this, Professor Graeme Clark, the inventor of the cochlear implant, spoke of his belief that the Auditory-Verbal approach was the appropriate way to educate a child with a cochlear implant. Dr. Vinton Cerf, co-founder of the internet, also attended, and his presentation on the Internet of Tomorrow can be found at <http://www.newrealm.com.au>.

This conference has firmly established the Hear and Say Centre as a key world player in the area of hearing loss in children.

Hear and Say WorldWide

2007 is the year that Hear and Say WorldWide was born, following the Hear and Say Board adoption of a new mandate to reach out to other children with hearing loss. Hear and Say WorldWide is a world-first global training program for "Hearing Health Teams" in different developed, developing and under developed countries.

We have always provided professional training for our own clinical staff and then six years ago began training courses for other professionals, with over two hundred attending the courses since their introduction. As we needed to find more sources of funding for our Queensland children, we have now decided to use our professional teaching experience to help other children with hearing loss elsewhere. Consequently, we are now actively seeking international funding to not only help bring in money to support the children we always seem to have waiting for our Queensland services, but also to help others.

To date, some sixty odd professionals from every corner of Russia have received training in the Auditory-Verbal approach, sponsored by Cochlear A.G. In June 2007, we conducted a two day reconnaissance trip to Papua New Guinea, and believe that, given the appropriate funding, we could really make a difference to thousands of children with hearing loss who will never have a chance of listening and speaking. We have assembled a wonderful team of E.N.T. surgeons, audiology workers and teachers who, we hope, will be the first "Hearing Health Team" to be trained in working with modern hearing technology. We have also this year run from our Brisbane head office three of our "Hearing is Believing" training courses for individual professionals and for Education Queensland.



new research and development for Hear and Say, The International Hearing Innovation Centre (I.H.I.C.)

This year, the Queensland Government has announced funding of \$487,000 towards fit-out of our new expanded premises at the Rivercity Hospital, Auchenflower, Brisbane. This enables us to open the International Hearing Innovation Centre, which will encompass our Research and Development arm, as well as Hear and Say WorldWide.

We have been fully involved in research at the national level for the last ten years through the Co-operative Research Centre (C.R.C. Hear). The new HEARing C.R.C. will co-locate a new Queensland node with us as part of the I.H.I.C., and will collaborate in research over the next seven years.

It is expected that the next likely source of research evidence regarding treatment for children with hearing loss will be from the areas of neuroscience and these research directions are of critical importance to our bid to stay at the cutting edge of treatment of deafness in children.

New research collaborations for the I.H.I.C. will include not only the parties of the HEARing C.R.C., but also the University of Queensland, Queensland Health, the Centre for Magnetic Resonance Imaging, the Centre for Cortical Neuroscience and the Queensland Brain Institute. The emerging research coming from cochlear implant research has many implications beyond this area, such as medical bionics, wound healing, pharmacology, treatment of diseases such as epilepsy and spinal injury repairs.

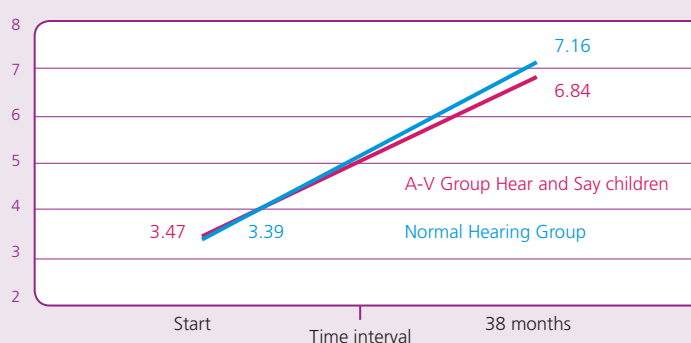
As members of Research Australia, we hope to venture into new areas of research projects and funding which will benefit all stakeholders of the Hear and Say Centre.



Outcomes of Hear and Say Program

Summary of Rate of Progress for Total Language at 38 Months

Hear and Say children compared with control group with normal hearing



Difference between two groups for Total Language Age not significant

professional development of Hear and Say staff

As the development of technology and treatment techniques for children with hearing loss are progressively escalating, it is important that our Hear and Say Centre staff are equipped for the future. Consequently, we have been working pro-actively to increase the source and amount of funding to provide a quality of professional development for all staff at the Centre, in order to gain the new levels of expertise our future will demand.

In summary, a recent letter from a Hear and Say Centre graduate says it all.

“There comes a time in everyone’s young life when they reflect on their past. I have turned 13 and seeing you the other day brought a lot of past memories of the centre rushing to me and this has given me the urge to write it down and express my feelings and thoughts as I want to remember it.

I can always remember entering into the centre and everyone entertaining me, feeding me and cleaning me. I felt like a princess and that I was special. It has hit me that I was then and still am now, a very fortunate and lucky girl to have had and continue to get help from everyone at the Hear and Say Centre.

God Bless You,
Your Princess
Christina”

Dimity Dornan
Managing Director





Over the last financial year the Hear and Say Centre has seen the trend of increased enrolments continue. To the end of June 2007 we have had 67 enquiries, 36 initial interviews and 29 enrolments into our program. In order to accommodate these families and to try to avoid a significant waiting list we have employed a number of new clinical staff.

Six new therapy staff and two additional paediatric audiologists have joined our staff across a number of our Centres. Our Auditory-Verbal Therapist in North Queensland is also an audiologist which means that for the first time we are able to provide a local audiology service to the North Queensland area.

We have also secured additional space at the Rivercity Hospital near our Auchenflower centre, which will allow extra teaching space at the Auchenflower Centre plus additional audiology space.

current trends

Whilst there has been an increase in the number of babies referred due to Universal Newborn Hearing Screening, we are also receiving a continuing stream of children in the 2-6 year age group.

We know that the earlier the diagnosis and intervention the better the outcomes for children and anecdotally we are observing good progress in this younger population. In view of this we have started a research project looking at the outcomes for children fitted with hearing aids before 6 months of age.

We also continue to have a significant number of children progressing to bilateral implantation and now have 23 children with bilateral implants. The outcome for the majority of these children has been very positive. We are presently collecting data from this population looking at different diagnostic techniques and fine tuning our candidacy criteria, to better assist families who are contemplating a bilateral implant for their child.

professional training

We have seen further development of our mentoring program over the last year. This has enabled us to provide the required support to our new clinical staff in order to increase their knowledge in Auditory-Verbal techniques and fine tune their clinical skills.

We continue to run our Level 1 and 2 "Hearing is Believing" courses and we have also provided professional training to Education Queensland staff.

new programs and services

In addition to our adolescent social skills program, STAR, we have commenced COMET, a program for primary school children from 7 to 10 years.

Our social worker has also introduced a number of initiatives to provide extra parent/family support.

research

Through the IHIC we will continue to be involved in a significant number of research projects which include:

NAL/CRC Outcomes for Children with Hearing Impairment Study

An Australia wide project which has been running since April 2004 and is designed to look at the outcomes of children with a hearing loss over an extended period of time (proposed up to 21 years).

Teleaudiology

A proposed Hearing CRC/University of Queensland project assessing the reliability and viability of remote programming of cochlear implants for implantees in regional and remote areas. Research is to commence in August 2007 with children/adults who are greater than 10 years of age and then moving to younger groups.

This technology is being used in the USA, but there have been no studies to validate the procedure.

Outcomes of an Auditory-Verbal Program

Children with hearing loss aged 2 – 6 years compared with children with normal hearing in collaboration with the Hearing CRC, the University of Queensland, and Professor Merv Hyde.

Speech and Language Outcomes for Children with hearing loss in an A-V program who are fitted with amplification before 6 months of age

A proposed Hearing CRC project

Measuring the ability of adults with cochlear implants to understand everyday speech

A UQ research project involving some of our older students.



potential future research projects

Central Auditory Processing (CAP) Disorders

A proposed CRC project looking at CAP children with hearing loss

Cortical Evoked Response Testing for Bilateral Cochlear Implant (CI) Candidacy

A project that has been proposed in the hope that some useful candidacy information may be elicited using aided cortical testing (pre and post implantation)

Bimodal and Bilateral Speech Perception Testing

Outcomes for Bilateral Implants

A university of Melbourne project in which we have been asked to collaborate.

Fast ABR

Trialing a new Auditory Brainstem Response system developed by UQ and Ausonex

The Centre is also collaborating with the Centre for Cortical Neuro-science, the Queensland Brain Institute, the University of Queensland and the Wesley CMR on a number of proposed projects in the areas of auditory brain growth and critical periods of brain development.

affiliations

In addition to the above research affiliations, we are pleased to have continued liaison with the Alexander Graham Bell Association and several government departments which include Education, Health and Disability Services.

outcomes

Ninety-three percent of Hear and Say Centre graduates enter mainstream education programs. We strive to achieve the best outcomes for all families who enrol in our program and our aim is for all children to reach their full potential.

Our commitment to advancement in our clinical skills and in the area of research will enable us to continue to achieve these excellent outcomes.

Emma Rushbrooke
Clinical Director





The Hear and Say Centre has continued to expand its services over the past financial year, with families across Queensland, other Australian States and overseas approaching us for enrolment in our program. The number of children now receiving a service from Hear and Say has reached 209 and there are more families waiting to be interviewed.

In order to continue to provide our quality Auditory-Verbal program to these families, we have increased the size of our Clinical team, with new Auditory-Verbal Therapists and Audiologists joining the staff. Although these professionals come to us with a high level of professional skill in their areas of expertise, they still need significant support and mentoring in the specific professional skills needed to provide an Auditory-Verbal program. We were delighted when long time staff member Sue Hayne was convinced to change her plans for retirement and agreed to continue at Hear and Say in a mentoring role, providing expert assistance to our new therapy staff.

The Hear and Say Centre continues to be regarded as a centre of excellence for tertiary students, both from Speech Pathology and Audiology University courses. This past year, we have provided supervised practicum placements for several students and, although this puts an additional work load on staff, the benefits of spreading the word about the power of hearing for children with a hearing loss make it all worthwhile.

early intervention services

There are now 110 families receiving an Auditory-Verbal early intervention program for their children, spread across the Brisbane Centre, four regional centres and our Outreach program.

Brisbane Centre

Our main centre, at Auchenflower in Brisbane, provides Audiological services and Auditory-Verbal Therapy five days a week. There is also a weekly Playgroup, run by an Early Childhood Teacher and on-site support from our Social Worker two days each week. As much as possible, we have tried to duplicate this full range of services in the regional centres.

Regional Centres

Our regional centres at the Gold and Sunshine Coasts, Toowoomba and Cairns each provide a weekly Auditory-Verbal program for families. In addition, Playgroup has been made possible at the Sunshine and Gold Coast centres by the generous donation of skills and time from an Early Childhood Teacher, who travels from Brisbane to run Playgroup at these two regional centres on a rotating roster.

Our Social Worker also attends these two centres on Playgroup day at least twice each term. Both of these centres, plus the Toowoomba centre, receive a visiting service from our Brisbane based audiologists. In Cairns, the Auditory-Verbal Therapist is also an Audiologist, so the children's cochlear implant MAPping is now able to be provided on site.

Outreach Program

There are fourteen families receiving support through the Outreach program. Two Brisbane based Auditory-Verbal Therapists provide this service, soon to increase to three to meet the growing need. The principles of Centre-based and Outreach services are the same, but delivery is rather different. More of our Auditory-Verbal Therapists are being trained in the skills needed to provide Outreach therapy, so that a number of staff will be able to share a mixed caseload of city and country families.

Although modern technology has made the Hear and Say program available to families across Australia and beyond (we have two children in Papua-New Guinea who link up when the internet allows), there is nothing quite as effective as face to face contact. To meet this need, our Outreach therapists travel twice a year to visit the families in their own homes and this year, in September, we are holding our inaugural "Country Meets City" weekend. We are planning three days of lessons, audiology, playgroup activities, parent education classes and social get-togethers so that families in the Outreach program can access those experiences available to Brisbane families.

Parent/Infant Program

The provision of Newborn Hearing Screening in Queensland has meant that there are now many more families joining the program when their children are only a few weeks old, having just been fitted with hearing aids. For those children not able to receive enough amplification from hearing aids, cochlear implants are now being fitted on babies from 6 months of age – our youngest child to receive two cochlear implants had his first at seven and his second at ten months of age.

Whilst technology is making access to sound possible for most children who have a hearing loss, specific intervention is essential to ensure that each child has the opportunity to reach his/her potential. Auditory-Verbal Therapy teaches parents to help their children use modern technology to learn to listen and to speak.

Over 93% of children graduating from the Hear and Say Centre will enter Year 1 of their local school at the same time as their hearing peers. Hear and Say staff provides support to inclusive educational settings prior to school age, so that professionals working in Child Care Centres, Kindergarten and Prep classes learn about the specific needs that may be required by a child with a hearing impairment in a mainstream education setting.

audiology services

The audiology team at Hear and Say has grown to four experienced audiologists this year. We are able to provide a range of audiological services, including:

Cochlear Implant Program

The cochlear implant program is a great example of the end to end service provided by Hear and Say. Even the youngest baby in our program is able to undergo a range of diagnostic audiological assessments, such as those needed to ascertain if hearing aids are providing sufficient amplification and to assess the child's suitability for a cochlear implant.

Ongoing programming (or MAPping) of the cochlear implant processor is provided until the children are comfortable to move into an adult program (usually in late teens).

Bilateral Implants

The majority of our young cochlear implant recipients are now receiving two cochlear implants, except for those children who are able to benefit from a hearing aid in the second ear.

Many of our "older" children, who are now in primary or secondary school, have requested a second (bilateral) cochlear implant. These children require intensive Auditory-Verbal support post switch-on of this second device, as most of them have received little or no auditory stimulus in that ear for many years. They have to learn from scratch how to interpret speech through their bilateral implant. Some of the older children receive this support from the audiology team whilst others receive it from a member of the Auditory-Verbal Therapy team.

Being able to provide diagnostic assessment, counselling for cochlear implant surgery, switch-on, ongoing MAPping and Auditory-Verbal Therapy all in the same organisation allows us to provide continuity of care for our families.

Paediatric Diagnostic Hearing Assessment Unit

Our team of skilled audiologists uses the most up to date technology to conduct

a range of hearing assessments. Although the majority of these assessments are for children undergoing assessment and management of cochlear implants, we are also able to provide:

- Follow-up diagnostic assessment for babies referred after Newborn Hearing Screening
- On-going audiological management, when required, for all children in the early intervention program

family support services

The Hear and Say program is family-centred and strives to meet the needs of the family as a whole, not just the needs of the child with a hearing loss. Our goal is to empower parents to become confident in assisting their child to reach his/her full potential, and in advocating for their child's needs.

Most families attending the centre have no previous experience of hearing impairment. They need to gain knowledge not only about the complexities of hearing devices, language development, teaching their children to listen and speak, but also about how to cope with a range of emotions as they travel this new journey. Some of the services provided to help parents on this journey are:

- **Social Worker** who works two days a week as part of the Clinical Team. Although based in Brisbane, Rhonda travels to our regional centres on a regular basis. She provides individual support for families, facilitates group meetings and assists in Parent Education evenings.
- **Parent Education Classes**, an integral part of the Centre's program, are provided monthly and cover a range of topics of interest to our families. Although they take place in Brisbane, most are videoed and copies loaned out to those parents who are unable to attend in person. Some evenings are also beamed down the wires via webcam to our Outreach families.



- **Social Skills Program** is now provided for both pre-teens and adolescents. The aim of these ten week programs is to help these young people, who wear hearing aids or cochlear implants, to improve their self-confidence, self-esteem and resilience and to acquire appropriate social skills and strategies for coping in a variety of situations. Later this year we will be running the inaugural **CICS (Cochlear Implant Cool Stuff)**, a one day camp for adolescent cochlear implant users.
- **Playgroup**, while providing fun, games and interaction for the children, is also of great benefit to the parents and extended family. It provides the forum for parents to meet together, to gain support and encouragement from each other, whilst encouraging their youngsters to blossom into chatty, interactive little playmates.

The Hear and Say Centre's primary focus is to support and empower families during the early years following diagnosis of their child's hearing loss. However for many families, Hear and Say continues to provide a service past those early years, particularly for those children using cochlear implants. In addition, all families are able to avail themselves of on-going social and emotional support to assist their children to achieve their potential and become competent, contributing members of mainstream society.

Jackie Brown
Clinical Manager



The financial year 2006/07 continued the challenge of the prior year to provide the funding and other support structures and processes for the clinical team to meet the growing demands for places and to support the strategic challenge of sharing our knowledge with others.

change of leadership

Following the 2006 Board strategic retreat and the publication of an updated Hear and Say Strategic Plan, the Board appointed founder Dimity Dornan as Managing Director. This appointment has universal support and has ensured that the special Hear and Say parent focussed culture has been maintained in a period of significant growth. I moved from Acting General Manager to the support role of Operations Manger with responsibilities for Finance, Fundraising, Human Resources and General Administration.

operational milestones

Earlier in this annual report, others have written about the exceptional outcomes for children and their families. In my team's support roles there were many important events and advances and some of the notable milestones were:

- Hear and Say was the major beneficiary of the Sunday Mail Suncorp Bridge to Brisbane Fun Run and provided over 160 volunteers to assist the event.
- Dr Vint Cerf, founding Father of the Internet and Google's Vice President and Chief Internet Evangelist, in support of Hear and Say, presented a one-off Australian event to over 700 people in Brisbane entitled "The Internet, the Next Generation ... infinity and beyond!". It both raised the Hear and Say profile and was a financial success.
- We warmly welcome our new pro bono auditors KPMG Queensland and look forward to growing this relationship. We also sincerely thank previous pro bono auditors BDO Kendalls for their counsel, advice and assistance over prior years.





- During this financial year, Heather Asanuma joined us as Financial Controller and she has been instrumental in progressing our financial systems and processes to higher levels. The sound financial results were achieved with the assistance of greater timeliness and accuracy of management financial reporting.
- In meeting client needs, the growth in clinical staffing has been significant and the Human Resources Manager Heather Wheatland has ensured that the new systems and processes to support this were operational and in line with current employment practices and organisational expectations.
- Fundraising and Development Manager Robyn Symons and her team, as well as delivering one of the best fundraising outcomes in Hear and Say's 15 years, also comprehensively updated the web site to meet the needs of users and visitors and to maintain the web site "look and feel" of a leading organisation.
- The organisation's growth put our computer systems under considerable strain but I'm pleased to report that upgrades and maintenance generally ensured that the users had a robust and secure network and email platform.
- The generous grant from the Paul Newman Foundation to provide Hear and Say with the latest audio visual and teleconferencing equipment was welcome and timely. Among its uses, it has provided great benefit to Outreach families and staff development programs.
- The Wantz Committee donations, along with other equipment provided, ensured that all the Brisbane clinical team were able to capture their lessons on DVD and provide a copy to parents as an added resource in the journey to their child listening and speaking. We will seek to extend this to regional areas in the 2007/08 year.

summary

With the substantial growth in 2006/07, the operations team met the challenges and in the new financial year, with the move to extra space in the RiverCity Hospital complex, there will be a new set of challenges to be overcome.

Fortunately, through our interactions with the children and their parents, we are continually reminded of "what it's all about" and I have no doubt that we can rise to meet these challenges ahead.

Tom Barry
Operations Manager



"Alone we can do so little; together we can do so much."

Helen Keller

The wonderful support of corporate and community Queenslanders over the past twelve months has ensured that we are able to continue to provide our services and outstanding outcomes for young Queensland children who are deaf or hearing impaired.

Our sincere thanks to everyone who has supported our fundraising endeavours this past year. We are grateful for all support, either monetary, in kind or hands on and for the work of many community groups who have raised funds to help our children on their journey into the hearing world.

This has been an exciting year with some unique and outstanding events. Our fundraising team has marched forward into the electronic era with excellent results and our regional teams continue to work towards increasing the Centre's profile locally.

fundraising events and appeals

Dr Vinton Cerf Fundraising Luncheon

Over 700 guests attended a fundraising lunch to listen to the international luminary Dr Vinton Cerf, Co-founder of the Internet, Vice President of Google and Visiting Scientist to NASA discussing how the internet has changed the way we do business and how it will affect our future. The support of Dr Cerf, major sponsor Pipe Networks and the forty

Suncorp volunteers contributed to the event's outstanding success which raised \$100,000 to assist the Centre deliver its life-changing programs.

Marketing, registration and ticketing were conducted entirely via email resulting in considerable cost saving and Alessandro Sorbello of New Realm Media ensured the marketing campaign was effective and professional. Dr Cerf's presentation can be viewed by visiting www.newrealm.com.au

2006 Sunday Mail Suncorp Bridge to Brisbane Fun Run

Every year an amazing team from the Sunday Mail and Suncorp co-ordinate this event which continues to grow both in the number of participants and the funds raised for the nominated charity.

The Centre received \$181,376 as the 2006 charity beneficiary which was a significant contribution to the amount the Centre needed to raise in order to accept more children into its program. 160 volunteers got out of bed in the dark on a cold August morning to assist with marshalling, drinks and T shirts and generally providing support and encouragement, making it a fun day for everyone.

2007 Butterfly Appeal

The Centre's major annual statewide appeal is a joint initiative of the Centre and its major sponsor Suncorp and is supported by KFC. Both sponsors have supported the appeal since its inception in 2001, with over \$800,000 being raised to assist the Centre's work. The Butterfly Appeal is now the Centre's most important fundraising and awareness appeal.

This year a record of \$113,000 was raised through the support of generous Queenslanders and enthusiastic staff in Suncorp branches. This will fund eleven newly diagnosed babies through their first year in the Centre's program, giving them an invaluable start on their journey into the world of sound.



Butterfly merchandise was sold in all Queensland Suncorp branches and KFC outlets during the appeal from 19th March – 20th April.

Suncorp branches throughout the state competed for Highest Fundraising branch which was won by the enthusiastic staff at the Redcliffe branch raising \$2,700 and best Promoted Branch won by Albany Creek for their bright, beautiful butterfly garden.

Suncorp volunteers played a big part in the appeal. Teams of volunteers assembled and packed the boxes and Butterfly Brigade volunteers hit the city streets and Suncorp buildings selling butterflies on Butterfly Day.

Queensland schools also created a record with the highest funds raised by a school going to Varsity Junior College on the Gold Coast for raising an incredible \$2,786, followed closely by Southport State High School, Kelvin Grove State High School, St Joseph's Mt Isa and Mt Cotton State Primary School.

“Hot August Night” Thiess Annual Charity Ball

A night of Latin dancing was enjoyed by 350 guests at the BCEC, raising the roof and records along the way. Guest speaker centre graduate Megan inspired the guests with her speech about her life in the hearing world which helped to raise \$40,000 before the night was over.

Thiess Golf Day

Attending the annual Thiess Charity Golf Day at Royal Queensland has become an end of year tradition for Thiess golf addicts and their colleagues who raised over \$40,000 on the day and during the BBQ dinner that followed. Young Centre graduate Darcy updated the guests with his latest experience on his hearing journey having recently received a second or bilateral implant.

Isis Projects Golf Day

Isis Projects very kindly put up their hands to help and sponsored a very enjoyable charity golf day at Indooroopilly for their staff and colleagues which raised \$20,000 for the Centre

Brisbane BMW Golf Day

The Centre was named the beneficiary of the annual Brisbane BMW Annual Golf Day at Brookwater.

clubs

We acknowledge and applaud the many community groups who work tirelessly to raise funds to help the Centre’s children.

A special commendation must go to the Quota Club of Wynnum Manly who each year put a massive effort into running their annual charity auction day. The club has now raised a total of \$46,000 for the Centre.

Another long time supporter is the Rotary Club of Brisbane North who each year organise and run their annual fundraiser, Greensong, a great evening which raises funds for charities including the Centre.

national campaigns

Woolworths, BIG W, Best and Less, Lowes Menswear, Harvey Norman, and Domayne supported our two national campaigns Back to School, and I Love My Dad. These campaigns are fundraising projects of the Six Centre Alliance, comprising The Shepherd Centre in NSW, Taralye in Victoria, Cora Barclay in South Australia, Telethon Speech and Hearing in West Australia and Hearing House in New Zealand.

grants

Newman’s Own Foundation

The wonderful generosity of Paul Newman and his Newman’s Own Foundation enabled the Centre to establish the Newman’s Own Foundation Telemedicine Centre which will provide improved services and outcomes for our rural and remote children. The grant of \$100,000 was one of ten given by the Foundation in Australia in celebration of 25 years of giving to charity.

The presentation was made at the Brisbane Centre with live crosses to the Channel 7 Sunrise program. Many excited children arrived at the Centre at daybreak to join in the telecast and enjoy bowls of spaghetti and Paul Newman’s sauce!





The Wantz Committee

This exceptionally dedicated committee raise funds for charity every second year through a premiere dinner evening. This year they raised over \$100,000 for the Centre's Paediatric Diagnostic Hearing Assessment Unit. We acknowledge the efforts of the entire committee and in particular to Dr Joanna Tait and Dr Ann Spooner.

This assessment unit will enable our audiologists to provide specialised hearing assessments for newborns referred through the Universal Newborn Screening Program in Queensland Hospitals.

Child Sponsorship

Sponsoring a child through the Centre's program enables a deaf child to receive the lifelong gifts of sound and speech. We gratefully acknowledge the following sponsors for helping to change the lives of deaf children and their families!

Multiple Sponsorships

Runaway Bay Sports Super Centre
Children in Need Foundation –
Ten children for five years

Aussie Kidz Charity – five children
for one year

One Year Sponsorships

Brisbane Advertising Association (BAA)
Ernst & Young
Allan & Michelle Larkin
Rex Newsome
Wendy and Peter O'Loughlin
Greg Rudd, Open Door Consulting
Noel Whittaker

Visits

Playgroup songs never sounded as good as when two members of the Queensland Orchestra visited Playgroup in October. The children were enthralled with the sound and even more so when they were each shown how to hold the instruments and how to make sounds. The Orchestra has promised a return visit next year.

People

Many special individuals helped the Centre over the past year by asking guests at their celebrations to donate to the Centre in lieu of buying a gift or in memory of a loved one.

We acknowledge the contributions by Steven and Jo Koch, Damien & Lisa Prineas, Newcombe family, Helen Gurteen, Philip & Sally Willington.

Media

Once again media exposure has been extensive with coverage of the Centre's major events and appeals. With the support of Suncorp and Starcom Worldwide, a total of \$410,638 value of media coverage was achieved through the Butterfly Appeal alone.

regional fundraising

Gold Coast Centre

Jen Worthington
Fundraising Co-ordinator

Butterfly Appeal

The Gold Coast Centre appeal launch was held on the oval of the Varsity Junior College and attended by the College students, local Centre families and Suncorp representatives.

The students participated in a giant Secret Whispers Challenge on the oval. Varsity Junior College raised \$2786 during the appeal which was the highest amount raised by a school in Queensland and a record for the appeal.

Matrix Charity Golf Day

Unbelievably in these drought conditions the Annual Golf Day at Lakelands was rained out! Fortunately it remained dry for the rescheduled date in September and over \$20,000 was raised to help the Gold Coast centre continue to provide deaf and hearing impaired children with the best opportunity to learn to listen and speak locally, in a purpose built centre.



Sunshine Coast Centre

Karen von Homeyer
Centre & Fundraising Co-ordinator

Dancing with the Stars

The inaugural Dancing with the Local Stars Gala Charity Ball brought "Stars" to the Sunshine Coast in October. Over 250 guests enjoyed the high calibre dance contest between local celebrities who had been training extensively for months. Mark Wilson from the Ch 7 sensation "Dancing with the Stars" was Master of Ceremonies and judge, adding a touch of glitz and glamour to the program. Glamorous gowns, live entertainment, a sumptuous dining experience and high quality items in the charity auction had guests digging deep into their pockets. Dancing with the Local Stars II is to be held in October 2007.



Butterfly Appeal

The appeal was launched on the Sunshine Coast at the Ginger Factory in Yandina, compered by Channel 7's Rosanna Natoli and attended by centre families, students from the Yandina State School and the local Suncorp Butterfly Brigade. Live butterflies were released simultaneously across the state to signify the launch.

Peregian Springs & Hear and Say Centre Charity Golf Day

A relaxing afternoon of competitions and challenges across the field was followed by dinner at the clubhouse before the bidding war was opened on great auction items. Benny Pike of Peregian Springs Golf Club provided support and a humorous presence as Master of Ceremonies.

Noosa Half Marathon

Over 3000 athletes converged on Noosa for this well known event, with the Hear and Say Centre Sunshine Coast receiving the funds raised by volunteers and competitors.

Friends and supporters

The Sunshine Coast Centre acknowledges and values its supporters including the exceptional assistance of Centre Ambassador Doug Biggs, Community Champion Dawn Biggs, McDonald's Greg and Robyn Biggs and Centre parent Simone Amendolia.

Community Groups

Many community groups help the Centre in various ways. The Sunshine Coast Centre acknowledges the support of:

The Quota Club of Gympie
The Rotary Club of Woombye Sunrise

North Queensland Centre

Centre Community Champion Sandra Troughton of Thieess Harbour Lights Project continues to be the Centre's North Queensland angel!

Sandra organised and ran the launch of the Butterfly Appeal, culminating in the children releasing live butterflies into the sky, and the annual Thieess Golf Day at Paradise Palms Golf Club raising funds for our North Queensland Centre.

Robyn Symons

Robyn Symons
Development Manager





director's report

for the year ended 30 June 2007

The directors of Hear & Say Centre for Deaf Children present their report together with the financial report of Hear & Say Centre for Deaf Children ("the Company") for the year ended 30 June 2007 and the auditor's report thereon.

1 Directors

The names of the directors of the Company in office at any time during or since the end of the year are:

Alex Bell Resigned 18 September 2007
Bruce Black
Jane Black
Dimity Dornan
Richard Keylock Resigned 4 April 2007
Paul Laxon
Brad McCosker
Ray Reimer
Tony Snape Resigned 16 May 2007
Margaret Steinberg
Alan Whidburn

Directors have been in the office since the start of the financial year to the date of this report unless otherwise stated.

2 Principal Activities

The principal activity of the Company during the financial year was to act as a charitable body operating as a rehabilitation centre for the hearing-impaired children in Queensland, Australia.

No significant change in the nature of these activities occurred during the year.

3 Operating Results

The surplus of the Company for the financial year after providing for income tax amounted to \$178,322 (2006: \$314,455).

4 Dividends

No amounts have been paid or declared by way of a dividend during the period. The Directors of the Company recommend that no dividend be declared or paid.

5 Events Subsequent to Reporting Date

No subsequent events, matter or circumstances have arisen since the end of the financial period which have significantly affected or may affect the operations of the Company, the results of the operations, or the state of affairs of the Company in subsequent financial years.

6 Likely Developments

The Company expects to maintain the present status and level of operations and hence there are no likely developments in the Company's operations.

7 Environmental Regulation

The Company's operations are not subject to any significant environmental regulations under either Commonwealth or State legislation.

8 Indemnification and Insurance of Officers

Indemnification

Since the end of the previous financial year, the Company has not indemnified or made a relevant agreement for indemnifying against a liability any person who is or has been an officer of the Company.

Insurance Premiums

During the financial year, the Company has not paid premiums in respect of directors' liability and legal expenses insurance contracts for the year ended 30 June 2007.

9 Lead auditor's independence declaration

The lead auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out below and forms part of the directors' report for financial year 2007.

This report is made with a resolution of the directors.

Jane Black

Paul Laxon

Dated at Brisbane 30 October 2007

lead auditor's independence declaration

lead auditor's independence declaration under Section 307C of the Corporations Act 2001

To: the directors of Hear and Say Centre for Deaf Children

I declare that, to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2007 there have been:

(a) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and

(b) no contraventions of any applicable code of professional conduct in relation to the audit.

KPMG

KPMG

Scott Guse
Partner

Brisbane
Date: 30 October 2007

financial statements

for the year ended 30 June 2007

income statement

for the year ended 30 June 2007

| | Notes | 2007 \$ | 2006 \$ |
|--|-------|----------------|----------------|
| Revenue | 2 | 2,635,582 | 2,005,579 |
| Employee benefits expense | | (1,459,046) | (1,004,050) |
| Depreciation expense | 8 | (164,468) | (97,678) |
| Other expenses | | (833,746) | (589,393) |
| Borrowing costs expense | | 0 | (3) |
| Profit from ordinary activities | | 178,322 | 314,455 |

The above income statement is to be read in conjunction with the notes to the financial statements set out on page 21 to 24.

balance sheet

as at 30 June 2007

| | Note | 2007 \$ | 2006 \$ |
|--------------------------------------|------|------------------|------------------|
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 3 | 1,572,211 | 966,513 |
| Trade and other receivables | 4 | 9,354 | 1,390 |
| Investment Properties | 5 | 0 | 520,000 |
| Prepayments | 6 | 15,365 | 38,202 |
| Total current assets | | 1,596,930 | 1,526,105 |
| NON CURRENT ASSETS | | | |
| Available for sale financial assets | 7 | 68,175 | 28,066 |
| Property, plant and equipment | 8 | 4,447,843 | 2,482,983 |
| Total non-current assets | | 4,516,018 | 2,511,049 |
| Total assets | | 6,112,948 | 4,037,154 |
| CURRENT LIABILITIES | | | |
| Trade and other payables | 9 | 32,637 | 65,279 |
| Provisions | 10 | 125,242 | 84,507 |
| Other liabilities | | 446,201 | 504,807 |
| Total current liabilities | | 604,080 | 654,593 |
| NON-CURRENT LIABILITIES | | | |
| Provisions | 10 | 115,269 | 77,554 |
| Total non-current liabilities | | 115,269 | 77,554 |
| Total Liabilities | | 719,349 | 732,147 |
| Net Assets | | 5,393,599 | 3,305,007 |
| MEMBERS FUNDS | | | |
| Reserves | | 2,363,772 | 453,501 |
| Accumulated Surplus | | 3,029,826 | 2,851,506 |
| Total Equity | | 5,393,599 | 3,305,007 |

The above balance sheet is to be read in conjunction with the notes to the financial statements set out on page 21 – 24.



financial statements

for the year ended 30 June 2007

statement of cash flows

for the year ended 30 June 2007

| | Notes | 2007 \$ | 2006 \$ |
|--|-----------|------------------|-----------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Cash receipts in the course of operations | | 2,541,168 | 1,949,677 |
| Cash payments in the course of operations | | (2,264,134) | (1,528,967) |
| Interest received | | 90,623 | 28,992 |
| Borrowing costs | | 0 | (3) |
| Net cash provided by operating activities | 11 | 367,657 | 449,699 |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Acquisition of shares | | (3,711) | |
| Sale of investment property | | 494,487 | 0 |
| Dividends received | | 1,360 | 420 |
| Payments for property, plant and equipments | | (254,095) | (78,102) |
| Net cash used in investing activities | | 238,041 | (77,682) |
| CASH FLOW FROM FINANCING ACTIVITIES | | | |
| Net cash provided by financing activities | | - | - |
| Net increase in cash held | | 605,698 | 372,017 |
| Cash and cash equivalents at 1 July | | 966,513 | 594,496 |
| Cash and cash equivalents at 30 June | | 1,572,211 | 966,513 |

The above cash flow is to be read in conjunction with the notes to the financial statements set out on page 21-24

statement of changes in equity

for the year ended 30 June 2007

| | Accumulated Surplus \$ | Asset Revaluation Reserve \$ | Available for Sale Reserve \$ | Total \$ |
|---|------------------------------|------------------------------------|-------------------------------------|------------------|
| At 1 July 2005 | 2,537,051 | 441,159 | - | 2,978,210 |
| Surplus for the year | 314,455 | - | - | 314,455 |
| Revaluation of financial assets available for sale | - | - | 12,342 | 12,342 |
| At 30 June 2006 | 2,851,506 | 441,159 | 12,342 | 3,305,007 |
| Surplus for the year | 178,322 | - | - | 178,322 |
| Revaluation of Land and Buildings | - | 1,875,233 | - | 1,875,233 |
| Revaluation of financial assets available for sale | - | - | 35,038 | 35,038 |
| At 30 June 2007 | 3,029,828 | 2,316,392 | 47,380 | 5,393,600 |

The statement of recognised income and expense is to be read in conjunction with the notes to the financial statements set out on page 21 to 24.

notes to the financial statements

for the year ended 30 June 2007

1 SIGNIFICANT ACCOUNTING POLICIES

The financial report is for the entity Hear & Say Centre for Deaf Children Ltd as an individual entity. Hear & Say Centre for Deaf Children Ltd is a company limited by guarantee, incorporated and domiciled in Australia.

The financial report was authorised for issue by the directors on 30 October 2007

1.1 STATEMENT OF COMPLIANCE

In the opinion of the Directors, the Company is not a reporting entity. The financial report of the Company has been drawn up as a special purpose financial report for distribution to the members and for the purpose of fulfilling the requirements of the Corporations Act 2001.

The special purpose financial report has been prepared in accordance with the requirements of the Corporations Act 2001, the recognition and measurement aspects of all applicable Australian Accounting Standards ("AASBs") (including Australian Accounting Interpretations) adopted by the Australian Accounting Standards Board ("AASB").

The financial report does not include the disclosure requirements of the following pronouncements having a material effect:

| | |
|----------|----------------------------|
| AASB 114 | Segment Reporting |
| AASB 124 | Related party disclosures. |
| AASB 132 | Financial Instruments |

1.2 BASIS OF PREPARATION

The financial report is presented in Australian Dollars.

The financial report has been prepared on an accruals basis and is based on historical costs. It does not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The preparation of a financial report in conformity with Australian Accounting Standards requires management to make judgments, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the

judgments about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Judgments made by management in the application of Australian Accounting Standards that have significant effect on the financial report and estimates with a significant risk of material adjustment in the next year are discussed in the applicable accounting policies.

The following is a summary of the material accounting policies adopted by the company in the preparation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

1.3 INCOME TAX

No provision for income tax has been raised as the Company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

1.4 PROPERTY, PLANT AND EQUIPMENT

Each class of property plant and equipment is carried at cost of fair value less, where applicable, any accumulated depreciation.

Property

Freehold land and buildings are measured on the fair value basis being the amount which an asset could be exchanged between knowledgeable willing parties in an arm's length transaction. It is the policy of the Company to have an independent valuation every 3 three years, with annual appraisals made by the directors.

Plant and equipment

Plant and equipment is measured on the cost basis.

The carrying amount of plant and equipment is reviewed annually by the directors to ensure it is not in excess of the recoverable amount from those assets. The recoverable amount is assessed on the basis of the expected net cash flows which will be received from the assets employment and subsequent disposal. The expected net cash flows have not been discounted to present values in determining recoverable amounts.

Depreciation

The depreciable amount of all fixed assets including buildings and capitalised leased assets, but excluding freehold land, are depreciated over their useful lives to the Company commencing from the time asset is held ready for use. Properties held for investment purposes are not subject to a depreciation charge. Leasehold improvements are amortised over the shorter of either unexpired period of the lease or the estimated useful lives of the improvements.

The depreciation rates and useful lives used for each class of depreciable assets are:

| Class of fixed asset | Depreciation rates | Depreciation basis |
|----------------------|--------------------|--------------------|
| Buildings | 1.7-10% | Dimishing value |
| Plant and equipment | 11-40% | Dimishing value |
| Motor vehicles | 22.5% | Dimishing value |

Impairment

Carrying values of plant and equipment are reviewed for impairment when events or changes in circumstances indicate the carrying value may not be recoverable. For an asset that does not generate largely independent cash inflows, the recoverable amount is determined for the cash-generating unit to which the asset belongs. If any such indication exists and where the carrying values exceed the estimated recoverable amount, the assets or cash-generating units are written down to their recoverable amount.

The recoverable amount of plant and equipment is the greater of fair value less costs to sell and value in use, where value in use is depreciated replacement cost when the future economic benefits of the asset are not primarily dependent on the asset's ability to generate net cash inflows and where the entity would, if deprived of the asset, replace its remaining future economic benefits.

Impairment losses are recognised in the income statement.

An item of property, plant and equipment on derecognition of the asset (calculated as the difference between the net disposal proceeds and the carrying amount of the item) is included in the income statement in the year the item is derecognised.



notes to the financial statements

for the year ended 30 June 2007

1.5 INVESTMENTS

All investments are initially recognised at cost, being the fair value of the consideration given and including acquisition charges associated with the investment. Where an asset is acquired at no cost, or for a nominal cost, the cost is its fair value as at the date of acquisition.

After initial recognition, investments, which are classified as available for sale, are measured at fair value. Gains and losses on available for sale investments are recognised as a separate component of equity until the investment is sold, collected or otherwise disposed of, or until the investment is determined to be impaired, at which time the cumulative gain or loss previously reported in equity is included in this classification.

For investments that are actively traded in organised financial markets, fair value is determined by reference to Stock Exchange quoted market bid prices at the close of business on the balance sheet date. For investments where there is no quoted market price, fair value is determined by reference to the current market value of another instrument which is substantially the same or is calculated based on the expected cash flows of the underlying net asset base of the investment.

Purchases and sales of financial assets that require delivery of assets within the time frame generally established by regulation or convention in the market place are recognised on the trade date i.e. the date that the Group commits to purchase the asset.

1.6 INVESTMENT PROPERTIES

Initially, investment properties are measured at cost including transaction costs. Where

an investment property is acquired at no cost or for no nominal cost, its cost shall be deemed to be its fair value as at the date of acquisition. Subsequent to initial investment properties are stated at fair value.

Gains and losses arising from changes in the fair value of investment properties are included in the income statement in the year in which they arise.

Investment properties are derecognised when they have either been disposed of or when the investment property is permanently withdrawn from use and no future benefit is expected from its disposal. Any gains or losses on the derecognition of an investment property are recognised in the income statement in the year of derecognition.

Property may be held to meet service delivery objectives rather than to earn rental or for capital appreciation. In such situations the property will not meet the definition of investment property and will be accounted for under AASB 116 Property, Plant and Equipment, for example:

- Property held for strategic purposes: and
- Property held to provide a social service, including those which generate cash inflows where the rental revenue is incidental to the purpose for holding the property

1.7 EMPLOYEE BENEFITS

Provision is made for the Company's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits expected to be settled within one year together with benefits arising from wages and salaries and annual leave which will be settled after one year, have been measured at the amounts expected to be paid when

the liability is settled plus related on-costs. Other employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits.

Contributions are made by the Company to an employee superannuation fund and are charged as expenses when incurred.

1.8 CASH AND CASH EQUIVALENTS

Cash and short-term deposits in the balance sheet comprises cash at bank and in hand and short-term deposits with an original maturity of three months or less.

For the purposes of the Cash Flow Statement, cash and cash equivalents consist of cash equivalents as defined above, net of outstanding bank overdrafts.

1.9 REVENUE

Interest revenue recognised on a proportional basis taking into account the interest rates applicable to the financial assets.

Dividend revenue is recognised when the right to receive a dividend has been established. Dividends received from associated and joint venture entities are accounted for in accordance with the equity method of accounting.

Other revenue is recognised when the right to receive the revenue has been established.

All revenue is stated net of the amount goods and services tax (GST).

1.10 GOODS AND SERVICES TAX (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

2 REVENUE

| | 2007 \$ | 2006 \$ |
|----------------------|------------------|------------------|
| Operating activities | | |
| -dividends | 1,360 | 700 |
| -interest | 90,623 | 28,993 |
| -operating grants | 571,603 | 498,504 |
| -donations | 517,833 | 628,538 |
| -other revenue | 1,454,163 | 848,844 |
| | 2,635,582 | 2,005,579 |

notes to the financial statements

for the year ended 30 June 2007

3 CASH AND CASH EQUIVALENTS

| | 2007 \$ | 2006 \$ |
|--------------------------|------------------|----------------|
| Cash at bank and on hand | 1,572,211 | 966,513 |
| | 1,572,211 | 966,513 |

4 TRADE AND OTHER RECEIVABLES

| | 2007 \$ | 2006 \$ |
|-----------------------------|--------------|--------------|
| Trade debtors | 11,159 | 7,801 |
| Provision for doubtful debt | (5,730) | (6,411) |
| Loans to associates | 5,429 | 1,390 |
| | 3,925 | - |
| | 9,354 | 1,390 |

5 INVESTMENT PROPERTY

| | 2007 \$ | 2006 \$ |
|---------------------|------------|----------------|
| Investment property | - | 520,000 |
| | - | 520,000 |

Investment properties are stated at fair value. The investment property was sold in September 2006.

6 PREPAYMENTS

| | 2007 \$ | 2006 \$ |
|-------------|---------------|---------------|
| Prepayments | 15,365 | 38,202 |
| | 15,365 | 38,202 |

7 AVAILABLE FOR SALE INVESTMENTS

| | 2007 \$ | 2006 \$ |
|---|---------------|---------------|
| Investments – Queensland Community Foundation | 11,205 | 10,231 |
| Shares - Watpac | 56,970 | 17,835 |
| | 68,175 | 28,066 |

8 PROPERTY, PLANT AND EQUIPMENT

| | Land and buildings | Plant and equipment | Motor vehicles | Total |
|---------------------------------------|-----------------------|------------------------|-------------------|------------------|
| Balance at 1 July 2006 | 2,262,756 | 596,817 | 21,894 | 2,881,467 |
| Additions | 18,416 | 235,679 | - | 254,095 |
| Disposals | - | (115,810) | - | (115,810) |
| Fair value adjustment | 1,788,828 | (15,640) | - | 1,773,188 |
| Balance at 30 June 2007 | 4,070,000 | 701,046 | 21,894 | 4,792,940 |
| <i>Accumulated depreciation</i> | | | | |
| Balance at 1 July 2006 | (59,874) | (322,494) | (16,116) | (398,484) |
| Depreciation expense | (42,171) | (120,995) | (1,302) | (164,468) |
| Accumulated depreciation of disposals | - | 115,810 | - | 115,810 |
| Write back on revaluation | 102,045 | - | - | 102,045 |
| Balance at 30 June 2007 | - | (327,679) | (17,418) | (345,097) |
| <i>Net book value</i> | | | | |
| Balance at 1 July 2006 | 2,202,882 | 274,323 | 5,778 | 2,482,983 |
| Balance at 30 June 2007 | 4,070,000 | 373,367 | 4,476 | 4,447,843 |



notes to the financial statements

for the year ended 30 June 2007

| 9 TRADE AND OTHER PAYABLES | | |
|--|----------------|----------------|
| | 2007 | 2006 |
| | \$ | \$ |
| Trade payables and accruals | 32,637 | 65,279 |
| | 32,637 | 65,279 |
| 10 PROVISIONS | | |
| | 2007 | 2006 |
| | \$ | \$ |
| CURRENT | | |
| Employee benefits | 125,242 | 84,507 |
| NON-CURRENT | | |
| Employee benefits | 115,269 | 77,554 |
| Total employee benefits | 240,511 | 162,061 |
| 11 RECONCILIATION OF CASH FLOWS FROM OPERATING ACTIVITIES | | |
| | 2007 | 2006 |
| | \$ | \$ |
| Net surplus after tax | 178,322 | 314,455 |
| <i>Adjustments for:</i> | | |
| Depreciation | 164,468 | 97,678 |
| Non cash donations | - | (527,069) |
| Loss on sale of investment property | 13,080 | - |
| Dividend received | (1,360) | (420) |
| <i>Changes in assets and liabilities:</i> | | |
| Decrease/(Increase) in trade debtors | (3,327) | (1,152) |
| Decrease/(Increase) in prepayments | 22,837 | (38,102) |
| Decrease/(Increase) in intangible assets | - | 31,816 |
| (Decrease)/Increase in trade and other payables | (32,642) | - |
| (Decrease)/Increase in provisions | 78,454 | 70,762 |
| (Decrease)/Increase in prepaid income | (131,912) | - |
| (Decrease)/Increase in other liabilities | 79,737 | - |
| (Decrease)/Increase in interest bearing liabilities | - | 501,731 |
| Cash flow from operating activities | 367,657 | 449,699 |

12 AUDITORS REMUNERATION

No amounts were paid or are payable to the auditors in respect of the year ended 30 June 2007 (2006: nil).

13 SUBSEQUENT EVENTS

No events have occurred since the balance sheet date that require disclosure in these financial statements.

directors declaration

for the year ended 30 June 2007

The directors of the Company declare that:

- 1 The company is not a reporting entity;
 - 2 The financial statements and notes, set out on pages 6 to 16 are in accordance with the Corporations Act 2001, including
 - (i) giving a true and fair view of the financial position of the Company as at 30 June 2007 and of its performance, as represented by the results of its operations and its cash flows, for the financial year ended on that date in accordance with the statement of compliance and basis of preparation described in Note 1; and
 - (ii) complying with Australian accounting standards and other mandatory professional requirements to the extent described in Note 1; and
 - 3 There are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable
- Signed in accordance with a resolution of the Directors



Jane Black



Paul Laxon

30 October 2007

independent audit report

to the members of Hear and Say Centre for Deaf Children

REPORT ON THE FINANCIAL REPORT

We have audited the accompanying financial report, being a special purpose financial report, of Hear and Say Centre for Deaf Children (the company), comprising the balance sheet as at 30 June 2007, the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the directors' declaration set out on pages 6 to 16.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are appropriate to meet the requirements of the Corporations Act 2001 and are appropriate to meet the needs of the members. The directors' responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs

of members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the basis of accounting described in Note 1 to the financial statements so as to present a view which is consistent with our understanding of the company's financial position, and of its performance.

The financial report has been prepared for distribution to members for the purpose of fulfilling the directors' financial reporting

obligations under the *Corporations Act 2001*. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

AUDITOR'S OPINION

In our opinion the financial report of Hear and Say Centre for Deaf Children is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2007 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1;
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and the Corporations Regulations 2001.



KPMG



**Scott Guse
Partner**

Brisbane
30 October 2007



patron

**Her Excellency
Ms Quentin Bryce AC**
Governor of Queensland

vice patron

Wally Lewis

board status & qualifications as at June 2007

Raymond (Ray) Reimer
Chairman

Alexandra (Alex) Bell
*Director, B.A. (Modern Lang);
Grad. Dip*

Professor Bruce Black
Director, MD; FRACS; FRCS (Ed); FRCS

Jane Black
Director, B.SW (Hons); Dip. Rad

Dimity Dornan A.M.
*Managing Director and Founder,
Ba.Sp.Th.; F.S.P.A.A; Cert. AVT; CP SP*

Paul Laxon
Director, B. Comm.

Brad McCosker
Director, B. Law (Hons)

Professor Margaret Steinberg A.M.
*Director, PhD Child Health & Ed,
M. Phty; B. Phty (Hons); Dip. Phty*

Alan Whidburn
Director, Ass. Dip. T; Dip. Man

Stephanie Manger
Company Secretary, BA; LLB

our staff as at June 2007

Dimity Dornan
*Managing Director
& Founder*

brisbane

Therapy

Jessica Balfour-Ogilvy
A.V. Therapist

Jacqueline (Jackie) Brown
*Cert. A.V. Therapist/Clinical
Manager*

Rebecca Claridge
A.V. Therapist

Lynda Close
A.V. Therapist

Susan (Sue) Hayne
*Cert. A.V. Therapist/A.V.
Mentor*

Kirsty Mackenzie
A.V. Therapist

Jane Newcombe
A.V. Therapist

Michelle Ryan
A.V. Therapist

Emma Rushbrooke
*Cert. A.V. Therapist/Clinical
Director, Audiologist*

Trudy Smith
A.V. Therapist/Outreach

Playgroup

Dianne Bone
Playgroup Assistant

Sara Wenck
Playgroup Co-ordinator

Audiology

Jennifer Bergman
Audiologist

Liza Bowen
Audiologist

Katye Hives
Audiologist in Charge

Greer MacDonald
Audiologist

Adrienne Olsen
Audiologist

Counselling

Rhonda Foots
Social Worker

Administration

Bill Raymond
CIMS Database Operator

Samantha Hauff
Office Coordinator

Patti Wilson
Receptionist

corporate

Heather Asanuma
Financial Controller

Tom Barry
Operations Manager

Ivana Cox
Finance Officer

Jane Thompson
Training Co-ordinator

Heather Wheatland
Regional & HR Manager
Fundraising – Corporate

Karen Dahlskog
*Community Relations
Co-ordinator*

Catherine (Cathy) Holland
*Admin Assistant –
Development*

Robyn Symons
*Development & Fundraising
Manager*

worldwide

Gabriella Constantinescu
Research Assistant

Sarah Davidson
*Business Development
Manager*

Chris McCarthy
Projects Manager

Simon White
International Fundraiser

darling downs

Rebecca Spargo
A.V. Therapist

gold coast

Teresa Daniel
*Cert. A.V. Therapist/Centre
Co-ordinator*

Liz Morosini
A.V. Therapist

Fiona Toohey
A.V. Therapist

Vicki Trembell
A.V. Therapist

Jen Worthington
Gold Coast Fundraiser

north queensland

Philippa (Pip) Hayward
*A.V. Therapist/Audiologist/
Centre Co-ordinator*

sunshine coast

Roxanne Innes
A.V. Therapist

Karen von Homeyer
*Fundraising & Centre
Co-ordinator*

Registered Office

The Hear and Say Centre

40-44 Munro St, Auchenflower Q 4066
PO Box 930 Toowong 4066
Tel: (07) 3870 2221
Fax: (07) 3870 3998
Email: mail@hearandsaycentre.com.au
Website: www.hearandsaycentre.com.au

Regional Centres

Gold Coast

8 Bellvue Drive, Varsity Lakes Q 4226
PO Box 4190 Robina TC 4230
Tel: (07) 5562 1877
Fax: (07) 5562 2873

Sunshine Coast

60 Windsor Rd, Nambour Q 4560
PO Box 5343, Sunshine Coast MC 4560
Tel: (07) 5441 0400
Fax: (07) 5441 5400

North Queensland

343 Sheridan Street, Cairns Q 4870
PO Box 7212, Cairns Q 4870
Tel/Fax: (07) 4041 1840

Darling Downs

c/- PO Box 930, Toowong Q 4066





Hear and Say Centre
for children who are deaf/hearing impaired
and their families

Hear and Say Centre for Deaf Children Ltd

ACN 058 430 069
ABN 32 058 430 069

